

# SOUTHEASTERN CONNECTICUT COUNCIL OF GOVERNMENTS

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## Municipal COVID-19 Survey #5:

### *Town/City/Borough Clerk Operating Hours and Policies*

Questions:

- 1) Is the office of the Town/City/Borough Clerk open or closed to the public?
- 2) Are there limited hours due to COVID-19 or the election workload?
- 3) Is an appointment required?
- 4) Other information.

*Responses are current as of October 7, 2020. Some information may be out-of-date.*

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**Member Municipalities:**

Bozrah \* Colchester \* East Lyme \* Franklin \* Griswold \* Borough of Jewett City \* City of Groton \* Town of Groton \* Lebanon \* Ledyard \* Lisbon \* Montville \* New London \* North Stonington \* Norwich \* Preston \* Salem \* Sprague \* Stonington \* Stonington Borough \* Waterford \* Windham

*If language assistance is needed, please contact SCCOG at 860-889-2324, [office@seccog.org](mailto:office@seccog.org)  
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## TOWN OF BOZRAH

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- 1) Open to the public.
- 2) Yes. Closed on Mondays and Thursday evenings to “all but emergencies”.
- 3) No.

## TOWN OF COLCHESTER

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- 1) Open to the public for certain services (recordings, vital records copies, absentee ballots, dog licenses, marriage licenses). Vault is closed for genealogical and other searches. No notary services.
- 2) No. Planned closure on Election Day.
- 3) No.

## TOWN OF EAST LYME

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- 4) Open to the public.
- 5) Yes. Closed the second half of each day.

## TOWN OF FRANKLIN

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- 1) Open to the public.
- 2) No.
- 3) No.
- 4) Visitors are taken one at a time. Visitors are required to take their temperature and fill out a questionnaire for contract tracing purposes prior to entering the building. The public, including title searchers are not allowed in the vault but may request documents.

## TOWN OF GRISWOLD

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- 1) Open to the public by appointment.
- 2) No.
- 3) Yes.
- 4) A decision may be made in the future to limit the Town Clerk’s public hours due to election workload.

## CITY OF GROTON

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- 1) Open to the public.
- 2) Yes. Open Monday, Tuesday, and Thursday, 9:00am – 3:00pm.
- 3) No.

## TOWN OF GROTON

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- 1) Open to the public. Election services from 1:30pm – 4:30pm on a walk-in basis.
- 2) Yes. Closed to the public until 1:30pm.
- 3) Appointment required for marriage licenses.

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## TOWN OF LEDYARD

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- 1) Open to the public.
- 2) Yes (planned). Between October 13 and November 5, public hours will be 7:30am – 2:00pm due to election workload.
- 3) No.

## TOWN OF LISBON

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- 1) Closed to the public.
- 2) No.

## TOWN OF MONTVILLE

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- 1) Open to the public.
- 2) No.
- 3) No.
- 4) Normal COVID-19 protocols apply (e.g.: social distancing, masks, limited visitors).

## CITY OF NEW LONDON

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- 1) Generally closed to the public. Vault open for inspection by appointment. Certain other services by appointment (e.g.: death certificates, government operations).
- 2) No. Vault appointments limited to three two-hour windows at 9:00am, 11:30am, and 1:45pm.
- 3) Yes (for services provided).
- 4) Records requests and absentee ballot applications are handled online. Marriage licenses signed by appointment. Land records viewable online.

## TOWN OF NORTH STONINGTON

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- 1) Open to the public.
- 2) Yes. Officially closed to the public from 2:00pm – 4:00pm each day in order to catch up with workload; however the office will not always close.
- 3) No.

## CITY OF NORWICH

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- 1) Open to the public by appointment.
- 2) No.
- 3) Yes.

## TOWN OF PRESTON

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- 1) Closed to the public. Appointments may be made if absolutely necessary.
- 2) No.
- 3) Appointments may be made if absolutely necessary.
- 4) Town Clerk uses e-mail, lockbox, curb-side pickup, etc. to eliminate need for public visits.

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## TOWN OF SALEM

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- 1) Open to the public by appointment. Vault closed to public.
- 2) No.
- 3) Yes.
- 4) Title search is available online. Public may request items from the vault.

## TOWN OF SPRAGUE

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- 1) Open to the public by appointment.
- 2) No.
- 3) Yes.
- 4) Town Clerk maintains a visitor log for contract tracing purposes.

## TOWN OF STONINGTON

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- 1) Closed to the public for all business other than marriage licenses and death certificates.
- 2) Yes. Closure is due to election workload. Closure began September 28 and will end November 6.
- 3) No appointment required for marriage licenses and death certificates.
- 4) All business other than marriage licenses and death certificates handled by mail or lockbox. Land records are available online.

## TOWN OF WINDHAM

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- 1) Open to the public by appointment.
- 2) No.
- 3) Yes.
- 4) Sign-in and masks required. Notary service moved to another department. Planned closure on Election Day.

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